

FISCAL YEAR 2025

Sustainability performance update

Performance table

BC Hydro has a long history of contributing to the growth and economic prosperity of British Columbia, while working to reduce our environmental impacts and creating positive social impacts in the communities we operate in. We are committed to maintaining transparent communications about our environmental, social, and governance (ESG) performance and continue to embed ESG principles into our operations. The following data table sets out our five-year (Fiscal Year 2021 – Fiscal Year 2025) performance.

In support of our [Fiscal Year 2024 ESG Progress Report](#), additional information on our ESG practices and related activities can be found on our [website](#), in our annual [Climate Change Accountability Report](#), and in our [Annual Service Plan Report](#). The consolidated performance table below reflects key data points from BC Hydro operations inclusive of metrics from the Sustainability Accounting Standards Board (SASB) standard for electric utilities and power generators, where applicable.

ABOUT OUR COMPANY	UNITS	FY 2021	FY 2022	FY 2023	FY 2024	FY 2025	SASB REF.	NOTES
ELECTRIC UTILITY								NR = not reported ¹ Includes sales to Alcan. ² Due to recalculation, all previously reported NIA electricity generated values have been updated in FY 25. This resulted in minor (>1%) changes to our previously reported <i>Net energy output electricity generated</i> values.
Domestic electricity sold to customers ¹	GWh	51,140	53,452	54,259	54,800	56,028		
POWER GENERATION								
Number of integrated hydro facilities	number	NR	NR	30	30	32		
Number of thermal generation facilities	number	NR	NR	2	2	2		
Net energy output electricity generated	GWh	NR	48,516	46,671	33,274	41,116		
Hydro	GWh	NR	48,065	46,137	32,973	40,860		
Thermal	GWh	NR	336	417	187	135		
Non-integrated areas ²	GWh	NR	115	117	115	120		
OTHER GENERATION								
IPP contracts	number	NR	NR	NR	125	132		
Installed capacity	MW	NR	NR	NR	5,374	5,298		
IPP generation (integrated system)	GWh	NR	16,824	15,409	13,667	12,920		
Hydro	GWh	NR	NR	NR	8,861	8,026		
Biomass	GWh	NR	NR	NR	2,082	1,931		
Wind	GWh	NR	NR	NR	1,716	1,799		
Thermal	GWh	NR	NR	NR	846	955		
Waste heat	GWh	NR	NR	NR	126	176		
Biogas	GWh	NR	NR	NR	33	30		
Solar	GWh	NR	NR	NR	1	2		

ABOUT OUR COMPANY

	UNITS	FY 2021	FY 2022	FY 2023	FY 2024	FY 2025	SASB REF.
TRANSMISSION AND DISTRIBUTION							
Total transmission lines	km	18,419	18,447	18,488	18,493	18,778	
Total distribution lines	km	59,907	60,093	60,289	60,474	60,650	
Number of substations	number	303	303	303	311	311	

MAINTAIN THE RESILIENCY OF OUR SYSTEM
AND ENABLE A SUSTAINABLE ENERGY FUTURE

	UNITS	FY 2021	FY 2022	FY 2023	FY 2024	FY 2025	SASB REF.
SMART GRID							
Percentage of electric load served by smart metering infrastructure	per cent load	99.94	99.96	99.97	99.99	99.99	IF-EU-42Oa.2
RELIABILITY							
Key generating facility forced outage factor	per cent	1.21	1.03	1.05	1.13	1.43	
System Average Interruption Duration Index (SAIDI) ³	hours	3.27	3.50	3.14	3.56	3.67	IF-EU-55Oa.2
System Average Interruption Frequency Index (SAIFI) ⁴	# interruptions per customer	1.49	1.54	1.50	1.56	1.48	IF-EU-55Oa.2
Customer Average Interruption Duration Index (CAIDI), inclusive of major event days	hours	2.90	3.00	2.90	2.83	3.43	IF-EU-55Oa.2
Mandatory reliability standards non-compliance reduction ⁵	per cent	NR	57	80	80	84	IF-EU-55Oa.2

QUALITY OF SERVICE AND ENERGY AFFORDABILITY

Customer Satisfaction (CSAT) Index	per cent of customers satisfied or very satisfied	91	91	89	91	92	
Average retail electric rate for residential customers ⁶	cents per kilowatthour	11.6	12.0	11.0	11.1	12.4	IF-EU-24Oa.1
Average retail electric rate for commercial (and light industrial) customers ⁶	cents per kilowatthour	10.1	10.3	9.6	10.0	10.7	IF-EU-24Oa.1
Average retail electric rate for large industrial customers ⁶	cents per kilowatthour	6.10	6.40	6.30	6.20	6.50	IF-EU-24Oa.1
Typical monthly electric bill for residential customers for 500 kWh of electricity delivered per month	dollars	52.75	53.27	52.98	54.65	58.74	IF-EU-24Oa.2
Typical monthly electric bill for residential customers for 1,000 kWh of electricity delivered per month	dollars	114.33	115.46	114.19	116.85	120.58	IF-EU-24Oa.2
Number of residential customer electric disconnections for nonpayment	number	14,908	30,122	24,305	22,567	21,274	IF-EU-24Oa.3.
Number of residential customer electric disconnections reconnected within 30 days	per cent	92	95	96	95	96	IF-EU-24Oa.3.

NOTES

- ³ SAIDI represents the total outage duration (in hours) of sustained interruptions experienced by an average customer in a year (excluding major events).
- ⁴ SAIFI represents the total number of sustained interruptions experienced by an average customer in a year (excluding major events). A sustained interruption has a duration greater than or equal to one minute.
- ⁵ Reduction is relative to Fiscal Year (FY) 2021.
- ⁶ Cumulative rate increases from FY 2021 to FY 2025 have been below the cumulative rate of inflation. Rates do not include the customer affordability credits issued in FY 2023 and FY 2025.

MAINTAIN THE RESILIENCY OF OUR SYSTEM
AND ENABLE A SUSTAINABLE ENERGY FUTURE

	UNITS	FY 2021	FY 2022	FY 2023	FY 2024	FY 2025	SASB REF.
CLEAN ELECTRIFICATION							
Load growth due to 2021 Electrification Plan ⁷	cumulative gigawatt hours (GWh)	NR	235	685	1,648	2,185	
New connected commercial and industrial load	MW	NR	NR	535	1,093	1,518	
Clean electricity standard ⁸	per cent of clean energy available	NR	NR	100	100	100	
Customer interconnection studies completed on time	per cent	NR	91	92	87	95	
Customer electricity savings (capacity)	MW	NR	NR	96	152	171	
Customer electricity savings (energy)	megawatt hours (MWh)	801,000	660,900	661,200	651,900	650,000	IF-EU-420a.3
GHG emissions reduction due to 2021 Electrification Plan ⁹	thousand tonnes CO ₂ e/year	NR	32	69	234	332	
GHG emissions reduction — BC Hydro operations	per cent reduction since 2007	NR	NR	50	61	56	

MANAGE THE IMPACT OF OUR BUSINESS ON THE ENVIRONMENT

	UNITS	FY 2021	FY 2022	FY 2023	FY 2024	FY 2025	SASB REF.
GHG EMISSIONS ¹⁰							
Scope 1 emissions ¹¹	tonnes CO ₂ e	247,266	226,194	292,313	205,433	199,105	IF-EU-110a.1
Scope 2 emissions	tonnes CO ₂ e	2,110	1,237	1,426	1,357	1,270	
Scope 1 emissions by source							
Thermal generation	tonnes CO ₂ e	162,132	134,766	198,883	117,098	100,910	
NIA (non-integrated areas)	tonnes CO ₂ e	44,781	46,967	52,839	50,318	55,097	
Fleet	tonnes CO ₂ e	20,602	20,950	20,560	20,833	20,510	
Buildings	tonnes CO ₂ e	9,258	9,779	9,830	8,722	8,663	
SF ₆ and CF ₄	tonnes CO ₂ e	10,493	13,732	10,201	8,461	13,925	
Scope 2 emissions							
Buildings	tonnes CO ₂ e	2,110	1,237	1,426	1,357	1,270	
Scope 3 (partial) — Other relevant indirect greenhouse gas emissions by weight							
IPPs	tonnes CO ₂ e	595,001	833,379	569,400	459,936	570,500	
Air travel (domestic)	tonnes CO ₂ e	493	314	1,130	1,386	1,207	
Paper	tonnes CO ₂ e	62	50	55	58	53	

NOTES

- ⁷ This metric replaces the previously reported *Load growth supporting CleanBC* with a focus on our Electrification Plan targets and outcomes. This change aligns with the 2025 BC Hydro Mandate Letter and reflects outcomes directly attributed to BC Hydro actions.
- ⁸ The clean electricity standard measures the amount of clean energy available to meet BC Hydro's retail sales over the measured period.
- ⁹ This metric replaces the previously reported *GHG emissions reduction electrification* with a focus on our Electrification Plan targets and outcomes. This change aligns with the 2025 BC Hydro Mandate Letter and reflects outcomes directly attributed to BC Hydro actions.
- ¹⁰ Industrial GHG emissions from our Fort Nelson generating station are verified by an independent third-party in accordance with the BC Industrial Greenhouse Gas Reporting Regulation. We also voluntarily complete independent third-party verification of our Masset and Prince Rupert generating station emissions.
- ¹¹ All GHG and air quality information is available on calendar year basis only.

MANAGE THE IMPACT OF OUR BUSINESS ON THE ENVIRONMENT	UNITS	FY 2021	FY 2022	FY 2023	FY 2024	FY 2025	SASB REF.
Scope 1 emissions covered under emissions-limiting regulations	per cent	O	O	O	O	O	IF-EU-11Oa.1
Scope 1 emissions covered under emissions-reporting regulations	per cent	89	86	88	79	75	IF-EU-11Oa.1
AIR QUALITY ¹²							
NOx (excluding N ₂ O)	tonnes	921	970	1,084	1,012	1,123	IF-EU-12Oa.1
NOx, tonnes in or near areas of dense population	tonnes	O	O	O	O	O	IF-EU-12Oa.1
SOx	tonnes	16	16	21	32	35	IF-EU-12Oa.1
SOx, tonnes in or near areas of dense population	tonnes	O	O	O	O	O	IF-EU-12Oa.1
Particulate matter (PM ₁₀)	tonnes	16	16	19	16	18	IF-EU-12Oa.1
Particulate matter, tonnes in or near areas of dense population	tonnes	O	O	O	O	O	IF-EU-12Oa.1
WATER MANAGEMENT							
Number of water license non-compliances	number	NR	NR	NR	O	O	IF-EU-14Oa.2
WORK TOWARD LASTING AND MEANINGFUL RECONCILIATION							
INDIGENOUS							
Indigenous procurement (cumulative since 2014)	\$ billion	NR	0.914	1.162	1.359	1.617	
Indigenous employment	per cent	NR	4.1	4.0	4.2	3.9	
Indigenous awareness training at BC Hydro	per cent complete	NR	53	74	84	89	
Progressive Aboriginal Relations certificate	certification level	Gold	Gold	Gold	Gold	Gold	
POWER THE POTENTIAL OF OUR PEOPLE							
EMPLOYEES ¹³							
Total number of employees	number	6,763	6,726	7,301	7,521	8,078	
Percentage of employees covered by a collective bargaining agreement	per cent	60	59	60	59	58	
Total number of new employee hires	number	315	753	1,119	790	1,190	
Employee turnover rate	per cent	3	6	7	5	4	

NOTES

- ¹² Air quality information is available on most NIA and Thermal generating sites. BC Hydro only collects air quality information on sites that use fossil fuels to generate electricity.
- ¹³ Active employees, including Site C employees, as of March 31, 2025. Excludes contractors and subsidiaries.

POWER THE POTENTIAL OF OUR PEOPLE		UNITS	FY 2021	FY 2022	FY 2023	FY 2024	FY 2025	SASB REF.	NOTES
EMPLOYEE SAFETY									¹⁴ This is a count of electrical contact, fall from height, mechanical energy, or transportation incidents that have resulted in an injury resulting in a permanent disability for which a disability pension has been received or is expected. This measure is for employees only and excludes contractors and public safety incidents.
Total recordable incident rate	injuries per 200,000 hours worked	1.68	2.01	1.85	1.68	1.57	IF-EU-32Oa.1		
Lost time injury rate	injuries per 200,000 hours worked	0.62	0.87	0.86	0.79	0.63			
Severity rate	lost calendar days per 200,000 hours worked	11	37	13	24	10			
Exposure hours	hours	11,631,001	11,319,440	11,666,770	12,395,422	13,285,939			
Serious disabling injuries ¹⁴	number	0	1	0	0	0			
Fatalities	number	0	0	0	0	0	IF-EU-32Oa.1		
Near misses	number	595	545	488	410	382	IF-EU-32Oa.1		
Serious Injury or Fatality Potential (SIFP) ¹⁵	number of high-risk near misses	9	14	15	15	15			
Good catches	number	783	1,008	844	759	921			
Safe work observations	number	2,697	9,409	13,424	18,755	20,977			
TRAINING AND DEVELOPMENT									¹⁵ This metric is a count of the incidents in which there was a loss of control that resulted in – or could reasonably be expected to result in – a fatality or serious injury (as defined by WorkSafeBC). This measure excludes incidents where the injured person or potentially injured person would be a contractor or member of the public. Definition and calculation of this metric aligns with industry standard and follows the Electricity Canada methodology.
Average hours per operations technical employee, excluding safety	hours	NR	39	49	41	42			
DIVERSITY AND INCLUSION									¹⁶ Inclusion and diversity training started in FY 2022. ¹⁷ Due to recalculation, values for FY 23 and FY 24 have been updated since the publication of our FY 24 ESG report.
Leaders who completed inclusive leadership training ¹⁶	per cent	NR	36	73	100	97			
Diversity metrics, total workforce									
Women	per cent	NR	32.0	32.6	32.1	32.1			
Indigenous	per cent	NR	4.1	4.0	4.2	3.9			
Visible minority	per cent	NR	27.6	28.0	30.4	29.9			
Disability	per cent	NR	3.7	3.7	4.8	4.4			
Women at various levels									
Sr. mgmt. ¹⁷	per cent	25.6	25.2	29.1	28.9	30.6			
Workforce	per cent	32.3	32.0	32.6	32.1	32.1			

ACTING IN THE PUBLIC INTEREST	UNITS	FY 2021	FY 2022	FY 2023	FY 2024	FY 2025	SASB REF.
CORPORATE GOVERNANCE							
Total Board of Directors	number	NR	NR	12	13	12	
Board – women	number	NR	NR	7	8	6	
Board – Indigenous	number	NR	NR	2	2	3	
PUBLIC SAFETY							
Number of public injuries ^{18,19}	number	8	11	14	13	27	
Number of public fatalities ^{20,21}	number	1	3	0	0	5	
ETHICS							
Employees who completed ethics training ²²	per cent	98	99	97	97	99	
CYBERSECURITY							
Number of phishing tests conducted	number	4	3	4	4	4	
Number of employees who completed cybersecurity training	number	6,453	6,378	7,012	7,311	7,968	
ECONOMIC VALUE GENERATED AND DISTRIBUTED							
Investment to upgrade aging assets and build new infrastructure	\$ billion	NR	3.5	3.9	4.3	4.0	
Total assets	\$ million	40,383	42,734	45,786	49,442	53,178	
Revenue	\$ million	6,414	7,591	8,478	7,131	7,478	
Payment to employees ²³	\$ million	711	736	762	819	916	
School taxes	\$ million	139.3	145.5	151.5	165	168	
Grants in-lieu-of taxes	\$ million	117.3	125.4	124.6	138.9	147.9	
Community investment ²⁴	\$ million	0.7	0.9	1.2	1.35	1.65	

NOTES
¹⁸ This is a count of injuries sustained by members of the public (people not working for BC Hydro) as result of exposure to or interaction with BC Hydro assets or activities, reported by BC Hydro employees and contractors.
¹⁹ The significant increase in public injuries is due to increased internal reporting of low-severity public injuries for which BC Hydro provided first aid at our public recreation sites, which hosted nearly 2.4 million visitors in FY 2025. These reported injuries includes bee stings, slips and trips, and general illness such as exhaustion.
²⁰ This is a count of fatalities sustained by members of the public (people not working for BC Hydro) as result of exposure to or interaction with BC Hydro assets or activities, reported by BC Hydro employees and contractors.
²¹ Public fatalities in FY 2025 were related to three separate incidents: two motor vehicles that struck BC Hydro poles, and one member of the public who came into contact with an overhead wire. We reviewed these incidents and confirmed there was no process or asset failure on the part of BC Hydro.
²² Mandatory annual refresher training.
²³ This figure is reported in our financial statements as personnel expenses. It includes salaries and wages, benefits, and post-employment benefits.
²⁴ Grants and contributions for NPO and registered charities. Excludes benefit agreements.



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